# ISR Services 2004
# Data Collection

***Centralized Training***
***Dallas, Texas***
***12 – 16 Jan 2004***

# *Quality Assurance/Quality Control*

# *Topics*

- **Background**
  - **Why do we need QA/QC?**
  - **Who is responsible for QA/QC?**

- **Methodology**
  - **Trend Analysis**
  - **ISR Services vs. SBC**
  - **Cumulative Data Elements**
  - **N/A Ratings**
  - **Minimum/Maximum Values**

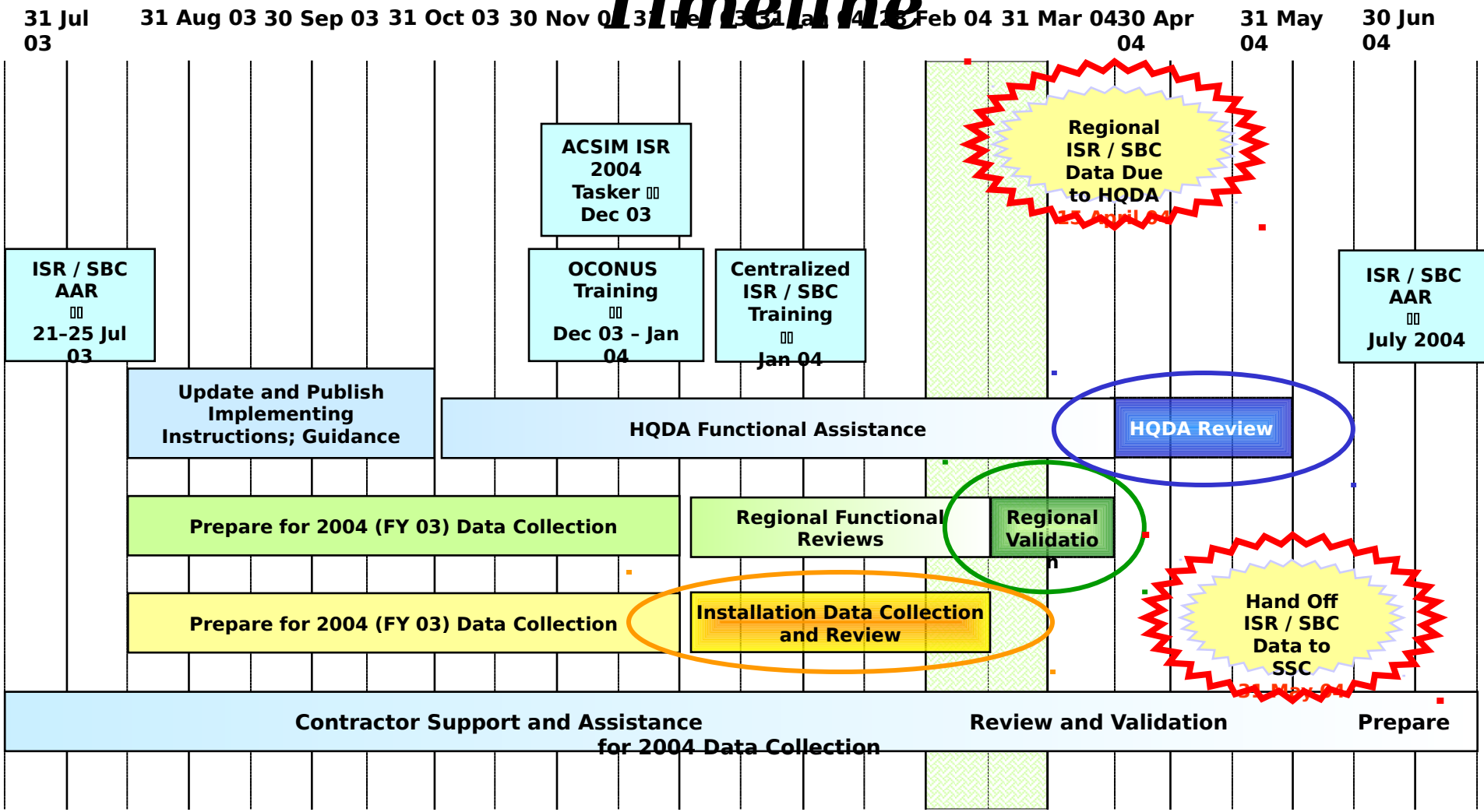
# *QA/QC Objectives*

- **Portray <u>accurate</u> status of Installations, Regions and Army.**
- **Bring <u>credibility</u> to ISR Services data and the reporting process.**
- **Ensure a <u>complete</u> report is presented to Headquarters.**
- **Create <u>consistency</u> throughout all Installations and between years.**
- **Accomplish overall goal of <u>GOOD DATA</u>!!**

# *QA/QC Roles and Responsibilities*

- **Installation Evaluators**
- **Installation Validators and/or Approvers**
- **Regional Validators and/or Approvers**
- **HQDA ARSTAF**

# ISR Services 2004 Timeline



***SERVICE:*** ***09. Substance Abuse***

***Service Definition:*** Administer installation alcohol and drug abuse programs. Conduct installation drug and alcohol abuse prevention activities. Provide for alcohol and drug abuse counseling.

DAMIS = Drug Alcohol Management Information System

***PERFORMANCE MEASURE 09 - 01:*** *Percentage of treated military personnel with repeat enrollments (Clinical Director - Not ADCO - must provide this information).*

***This PM only applies to:*** *AC* *AR* *NG*

| Rating | | Standards |
|---|---|---|
| Green | | 5% or less |
| Amber | | More than 5% up to 10% |
| Red | | More than 10% up to 100% |

| | |
|---|---|
| **ISR HELPline Phone:** | (703) 377-0552 |
| **Email Address:** | helpline_isr@bah.com |
| **HQDA Func. Proponent Name:** | Tom Marquez |
| **Email Address:** | MARQUEZ@usadaca-emh1.army.mil |
| **Comm Phone:** | (703) 681-5578 |
| **DSN Phone:** | 761-5578 |
| **ARNG Func. Proponent Name:** | Mr. Tim Schombert |
| **Email Address:** | Tim.Schombert@ngb.army.mil |
| **Comm Phone:** | (703) 607-9775 |

| Performance Data Element(s) To Be Collected | Data Element Answer |
|---|---|
| a = Number of treated military personnel with repeat enrollments (Clinical Director - Not ADCO - must provide this information) | 351 |
| b = Total number of treated military personnel (Clinical Director - Not ADCO - must provide this information) | 6710 |

## Qualitative Performance Measures Report

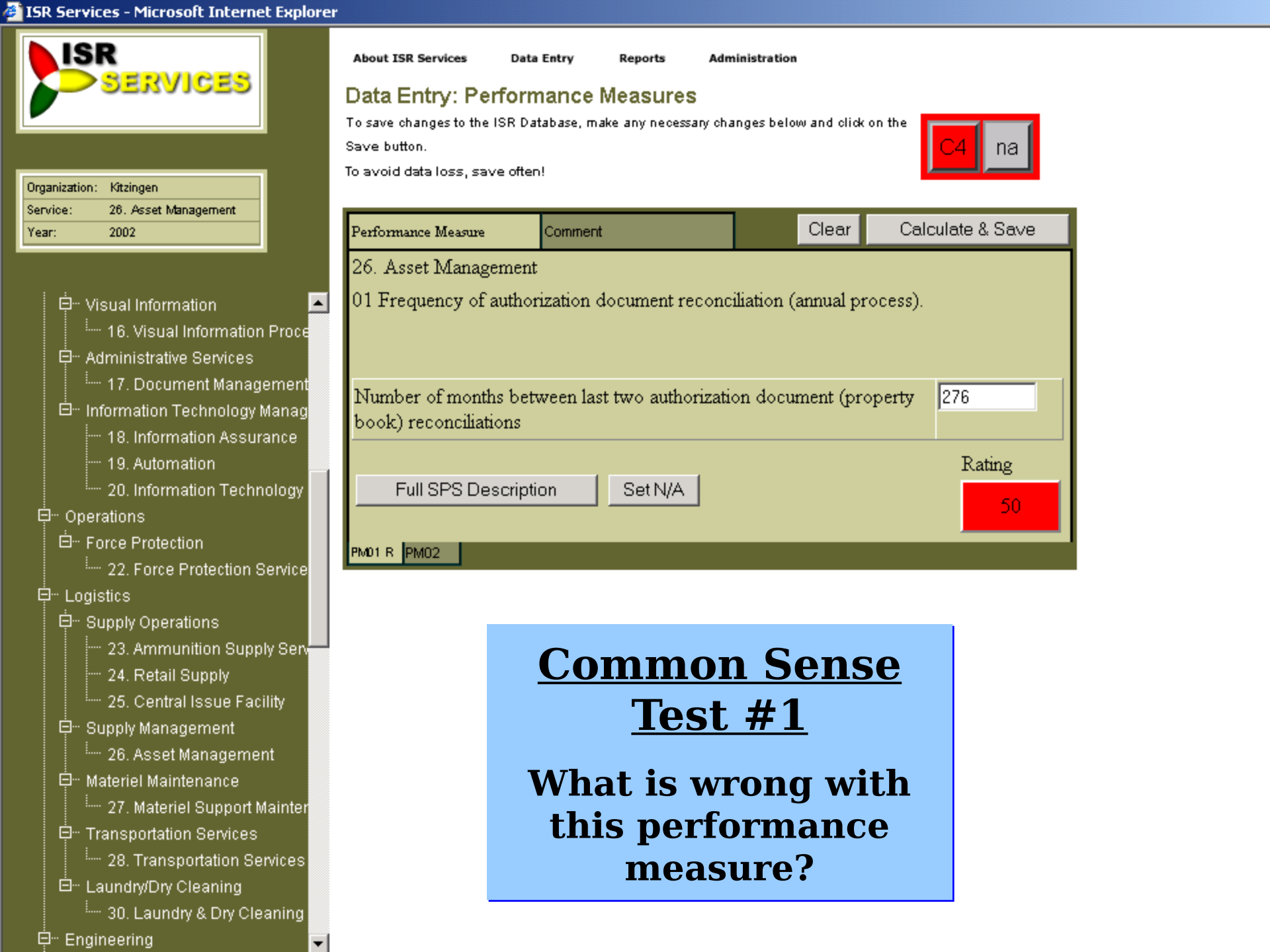
Page 2

11/12/2002

**Simple transposition of data can cause inaccurate PM Values and Color Ratings.**

| Performance Measure Data Element | Value Entered | Calculated Value | Rating |
|---|---|---|---|
| **09. Substance Abuse** | | **Quality C-Rating: C-4** | |
| 01 Percentage of treated military personnel (Clinical Director - Not ADCO - must provide this information). | | 4.69 | Green |
| Number of treated military personnel with repeat enrollments (Clinical Director - Not ADCO - must provide this information) | 315.00 | | |
| Total number of treated military personnel (Clinical Director - Not ADCO - must provide this information) | 6,710.00 | | |

**PM Value = 5.23 Color Rating = Amber**


ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Data Entry: Performance Measures
To save changes to the ISR Database, make any necessary changes below and click on the Save button.
To avoid data loss, save often!
C4
na
Organization: Kitzingen
Service: 26. Asset Management
Year: 2002
Visual Information
16. Visual Information Proce
Administrative Services
17. Document Management
Information Technology Manag
18. Information Assurance
19. Automation
20. Information Technology
Operations
Force Protection
22. Force Protection Service
Logistics
Supply Operations
23. Ammunition Supply Serv
24. Retail Supply
25. Central Issue Facility
Supply Management
26. Asset Management
Materiel Maintenance
27. Materiel Support Mainter
Transportation Services
28. Transportation Services
Laundry/Dry Cleaning
30. Laundry & Dry Cleaning
Engineering
Performance Measure
Comment
Clear
Calculate & Save
26. Asset Management
01 Frequency of authorization document reconciliation (annual process).
Number of months between last two authorization document (property book) reconciliations
276
Rating
50
Full SPS Description
Set N/A
PM01 R
PM02
Common Sense Test #1
What is wrong with this performance measure?

# *Trend Analysis*

- **Looking for data anomalies.**
  - ✓ **If an Installation reported similar values for two plus years, and then there is a dramatic increase or decrease, it's a sign of a potential problem.**

- **Process:**
  1. **Determine if data can be compared between years (see Appendix I).**
  2. **If comparable, ask the following questions:**
     - ✓ **Did the calculated PM value change by plus or minus 25%?**
     - ✓ **Was the PM rated in prior fiscal years, but not the current one?**
     - ✓ **Was the PM rated 'N/A' in prior fiscal years, but not the current one?**

| Service | PM | 1999 | 2000 | 2001 | Change (2000 to 2001) | Analysis |
|---|---|---|---|---|---|---|
| Svc. 23 | 02 | | | 100 | #VALUE! | Data is not comparable between years |
| Svc. 15 | 02 | | 92.06 | 43.13 | -53.15% | Only two years of comparable data and PM value *decreased* >25% |
| Svc. 28 | 02 | 0.11465 | 76.514863 | 47 | -38.57% | PM value *decreased* >25% |
| Svc. 09 | 01 | 4.047619 | 4.038772 | 33.06 | 718.57% | PM value increased >25% |
| Svc. 30 | 01 | 0.000072 | 0.00002 | 3 | 14999900.00% | PM value increased >25% |
| Svc. 51 | 01 | 4.753589 | 0 | 4.49 | #DIV/0! | PM not rated in prior fiscal years and in current |
| Svc. 78 | 02 | 0 | 0 | 100 | #DIV/0! | PM not rated in prior fiscal years and in current |
| Svc. 28 | 03 | 94.594595 | 90.434783 | 0 | -100.00% | PM rated in prior fiscal years and not in current |

# *ISR Services vs. SBC*

- **Most of the standard 95 services are performed in both ISR and SBC.**
  - ✓ **Installations should report performance measure AND cost/pacing measure data for services performed in ISR Services and SBC.**
  - ✓ **NOTE: Does not apply to services that are 'N/A' Army-wide (e.g., Service 20) or only performed in ISR Services (e.g., 500-series).**
  - ✓ **Built-in system check for ISR 2004. Must pass to validate data.**

| Service | Primary | Secondary | ServiceTotal | C-Rating |
|---|---|---|---|---|
| 08. (Military) Personnel Services | 24,877 | 2,122,113 | $195,611 | N/A |
| 15. Communication Systems and System Support | 0 | 0 | $0 | C-3 |
| 25. Central Issue Facility | 0 | 0 | $1,007,240 | N/A |
| 27. Materiel Support Maintenance | 12,048 | 11,372 | $1,029,132 | N/A |
| 30. Laundry & Dry Cleaning Services | 0 | 0 | $5,684 | N/A |
| 51. Army Lodging Management | 2,277 | 0 | $371,387 | N/A |
| 52. UPH Management | 0 | 0 | $685,057 | N/A |
| 92. EEO (Equal Employment Opportunity) | 0 | 4,200 | $197,686 | N/A |
| 93. EO (Equal Opportunity) | 0 | 0 | $0 | C-1 |

# *ISR Services vs. SBC*

*Service Level Checks*

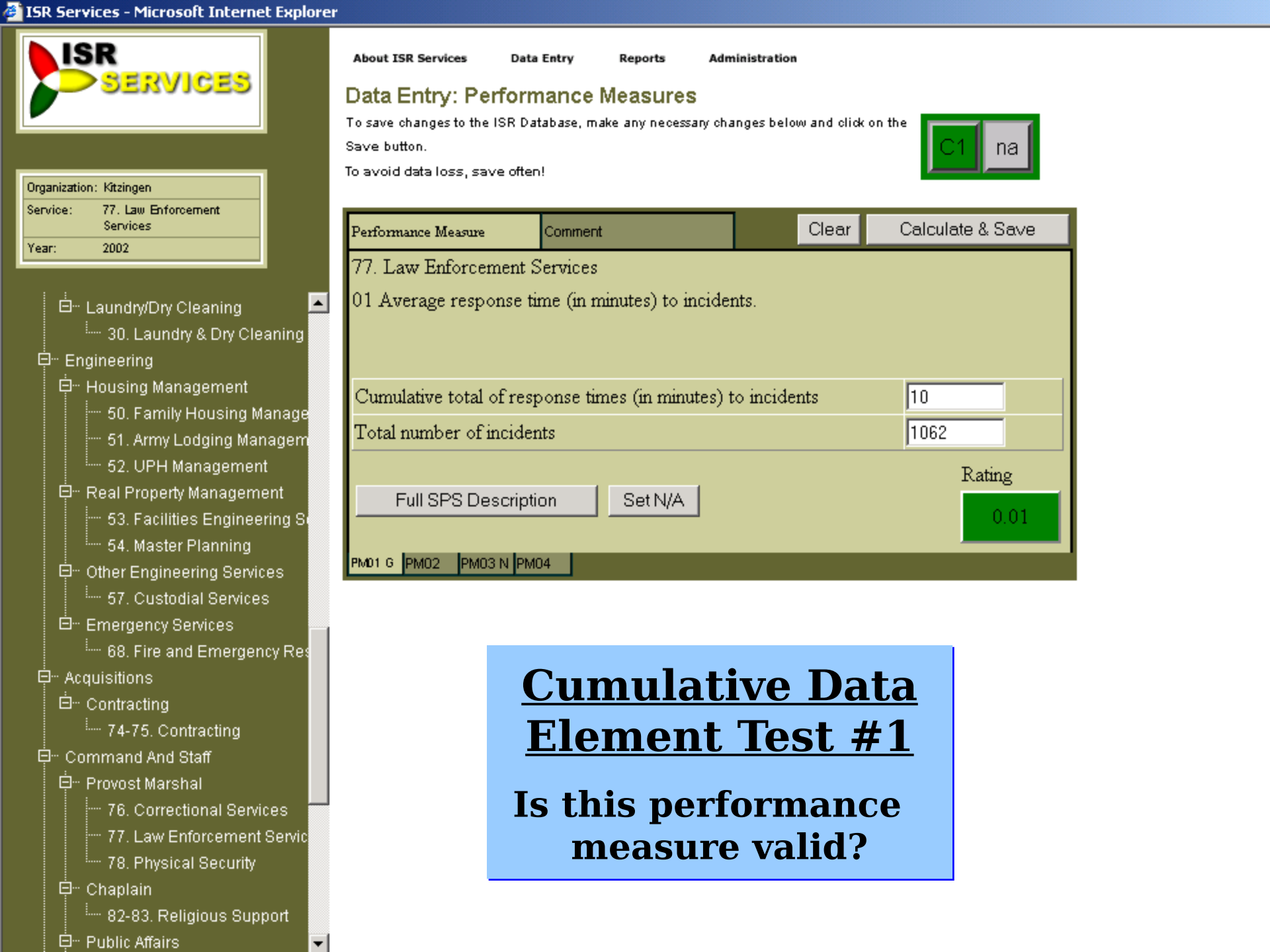
- **To ensure credibility, data elements common to both ISR Services and SBC MUST match.**
  - ✓ **Service 41: Data element 'b' (PM 41-01) must match the SBC Primary Pacing Measure.**
  - ✓ **Service 51: Data element 'a' (PM 51-02) must match the SBC Primary Pacing Measure.**
  - ✓ **Service 94: Data element 'b' (PM 94-04) must match the SBC Primary Pacing Measure.**
  - ✓ **Service 94: Data element 'a' (PM 94-05) must match the SBC Secondary Pacing Measure.**
- **Built-in system check for ISR 2004. Must pass to validate data.**

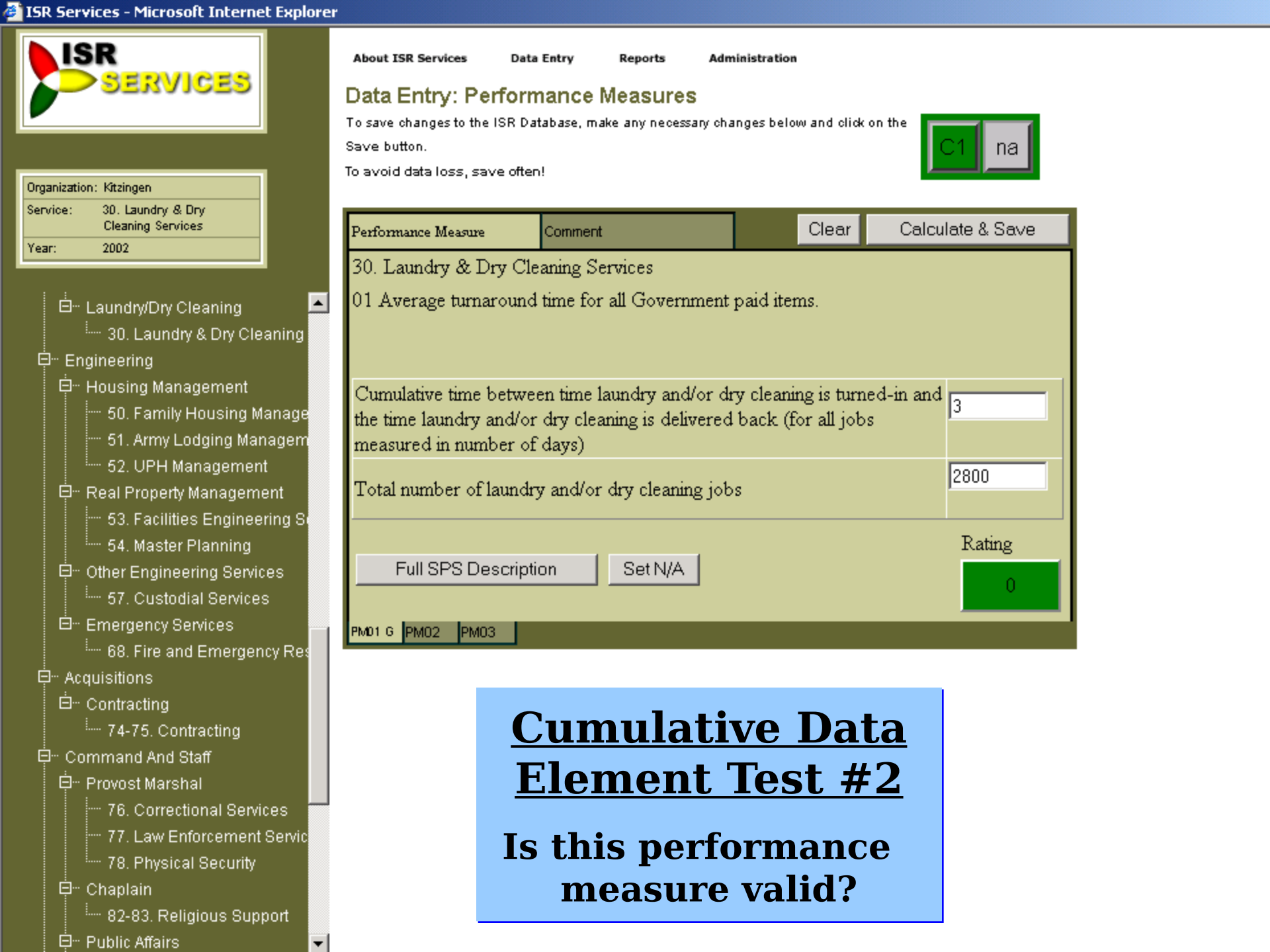
# *Checking Cumulative Data Elements*

- **Cumulative data elements are looking for the sum of a particular value over the past fiscal year (e.g., "Cumulative total of response times (in minutes) to incidents").**

- **When reviewing PMs with cumulative data elements, check the calculated PM value to see if it makes sense.**
  - ✓ **Installations typically encounter problems with data element 'a'.**
    - **PROBLEM: Don't understand data element or think "correct" value is too high.**
    - **RESULT: Enter PM value as numerator instead of letting system calculate.**

- **QUICK FIX?**
  - ✓ **Most installations know the PM Value and denominator (data element 'b').**
  - ✓ **Multiply the PM Value by data element 'b' to get the CORRECT value for data element 'a'.**


ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Data Entry: Performance Measures
To save changes to the ISR Database, make any necessary changes below and click on the Save button.
To avoid data loss, save often!
C1
na
Organization: Kitzingen
Service: 77. Law Enforcement Services
Year: 2002
Laundry/Dry Cleaning
30. Laundry & Dry Cleaning
Engineering
Housing Management
50. Family Housing Manage
51. Army Lodging Managem
52. UPH Management
Real Property Management
53. Facilities Engineering S
54. Master Planning
Other Engineering Services
57. Custodial Services
Emergency Services
68. Fire and Emergency Res
Acquisitions
Contracting
74-75. Contracting
Command And Staff
Provost Marshal
76. Correctional Services
77. Law Enforcement Servic
78. Physical Security
Chaplain
82-83. Religious Support
Public Affairs
Performance Measure
Comment
Clear
Calculate & Save
77. Law Enforcement Services
01 Average response time (in minutes) to incidents.
Cumulative total of response times (in minutes) to incidents
10
Total number of incidents
1062
Rating
Full SPS Description
Set N/A
0.01
PM01 G
PM02
PM03 N
PM04
Cumulative Data Element Test #1
Is this performance measure valid?


ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Data Entry: Performance Measures
To save changes to the ISR Database, make any necessary changes below and click on the Save button.
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C1
na
Organization: Kitzingen
Service: 30. Laundry & Dry Cleaning Services
Year: 2002
Laundry/Dry Cleaning
30. Laundry & Dry Cleaning
Engineering
Housing Management
50. Family Housing Manage
51. Army Lodging Managem
52. UPH Management
Real Property Management
53. Facilities Engineering S
54. Master Planning
Other Engineering Services
57. Custodial Services
Emergency Services
68. Fire and Emergency Res
Acquisitions
Contracting
74-75. Contracting
Command And Staff
Provost Marshal
76. Correctional Services
77. Law Enforcement Servic
78. Physical Security
Chaplain
82-83. Religious Support
Public Affairs
Performance Measure
Comment
Clear
Calculate & Save
30. Laundry & Dry Cleaning Services
01 Average turnaround time for all Government paid items.
Cumulative time between time laundry and/or dry cleaning is turned-in and the time laundry and/or dry cleaning is delivered back (for all jobs measured in number of days)
3
Total number of laundry and/or dry cleaning jobs
2800
Rating
0
Full SPS Description
Set N/A
PM01 G
PM02
PM03
Cumulative Data Element Test #2
Is this performance measure valid?

# *'N/A' Performance Measures*

- **If a performance measure should be rated 'N/A', no data element field(s) should be populated – not even with a zero (0).**
  - ✓ **NOTE: If one or more data elements are toploaded (i.e., ASIP), but the performance measure is not performed, then it should be rated 'N/A'.**

- **If data has already been entered, and the performance measure is set to 'N/A', you can use the <u>Clear</u> button to remove the data.**

ISR Services - Microsoft Internet Explorer

ISR SERVICES

About ISR Services | Data Entry | Reports | Administration

## Data Entry: Performance Measures

To save changes to the ISR Database, make any necessary changes below and click on the Save button.

To avoid data loss, save often!

na na

| | |
|---|---|
| Organization: | Kitzingen |
| Service: | 23. Ammunition Supply Services |
| Year: | 2002 |

- 11. Child and Youth
- 12. Fitness, Recreation
- Education
  - 14. Continuing Educati
- Information Technology
  - Communications
    - 15. Communication Sy
  - Visual Information
    - 16. Visual Information
  - Administrative Services
    - 17. Document Manage
  - Information Technology M
    - 18. Information Assura
    - 19. Automation
    - 20. Information Techno
- Operations
  - Force Protection
    - 22. Force Protection Se
- Logistics
  - Supply Operations
    - 23. Ammunition Supply
    - 24. Retail Supply
    - 25. Central Issue Facili
  - Supply Management
    - 26. Asset Management

Performance Measure | Comment | Clear | Calculate & Save

23. Ammunition Supply Services

01 Percent of valid issue/turn-in coordinated appointments supported on date requested when established standards for support are followed.

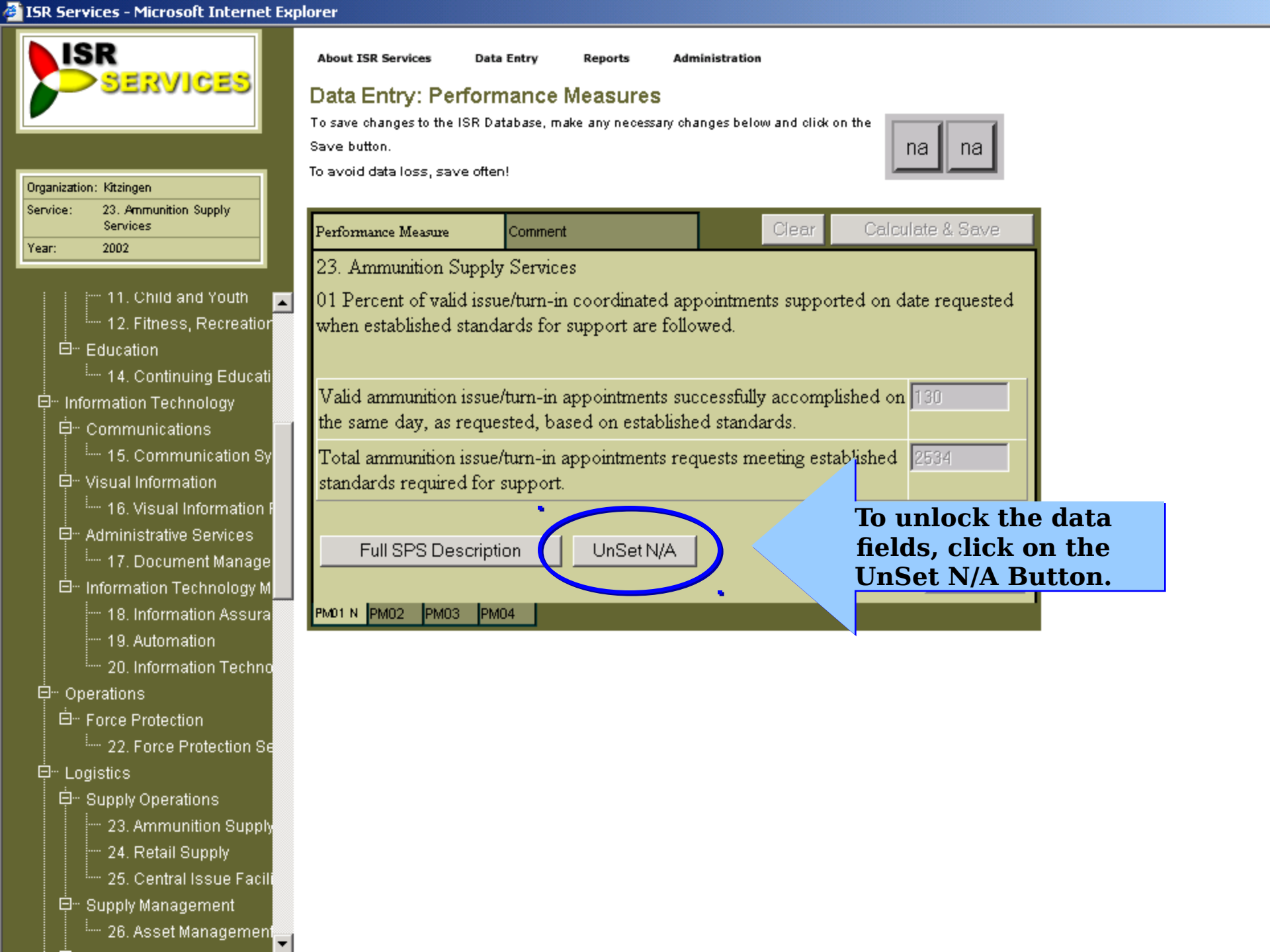
| | |
|---|---|
| Valid ammunition issue/turn-in appointments successfully accomplished on the same day, as requested, based on established standards. | 130 |
| Total ammunition issue/turn-in appointments requests meeting established standards required for support. | 2534 |

Rating

Full SPS Description | UnSet N/A

PM01 N | PM02 | PM03 | PM04

**Check for data with N/A rating.**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na
na
Organization: Kitzingen
Service: 23. Ammunition Supply Services
Year: 2002
11. Child and Youth
12. Fitness, Recreation
Education
14. Continuing Educati
Information Technology
Communications
15. Communication Sy
Visual Information
16. Visual Information
Administrative Services
17. Document Manage
Information Technology M
18. Information Assura
19. Automation
20. Information Techno
Operations
Force Protection
22. Force Protection Se
Logistics
Supply Operations
23. Ammunition Supply
24. Retail Supply
25. Central Issue Facili
Supply Management
26. Asset Management
Performance Measure
Comment
Clear
Calculate & Save
23. Ammunition Supply Services
01 Percent of valid issue/turn-in coordinated appointments supported on date requested when established standards for support are followed.
Valid ammunition issue/turn-in appointments successfully accomplished on the same day, as requested, based on established standards.
130
Total ammunition issue/turn-in appointments requests meeting established standards required for support.
2534
Full SPS Description
UnSet N/A
PM01 N
PM02
PM03
PM04
To unlock the data fields, click on the UnSet N/A Button.

ISR SERVICES

| | |
|---|---|
| Organization: | Kitzingen |
| Service: | 23. Ammunition Supply Services |
| Year: | 2002 |

- 11. Child and Youth
- 12. Fitness, Recreation
- Education
  - 14. Continuing Educati
- Information Technology
  - Communications
    - 15. Communication Sy
  - Visual Information
    - 16. Visual Information
  - Administrative Services
    - 17. Document Manage
  - Information Technology M
    - 18. Information Assura
    - 19. Automation
    - 20. Information Techno
- Operations
  - Force Protection
    - 22. Force Protection Se
- Logistics
  - Supply Operations
    - 23. Ammunition Supply
    - 24. Retail Supply
    - 25. Central Issue Facili
  - Supply Management
    - 26. Asset Management



## Data Entry: Performance Measures

To save changes to the ISR Database, make any necessary changes below and click on the Save button.

To avoid data loss, save often!

C4 na

**To remove data, use the Clear Button**

Performance I

Clear | Calculate & Save

23. Ammu

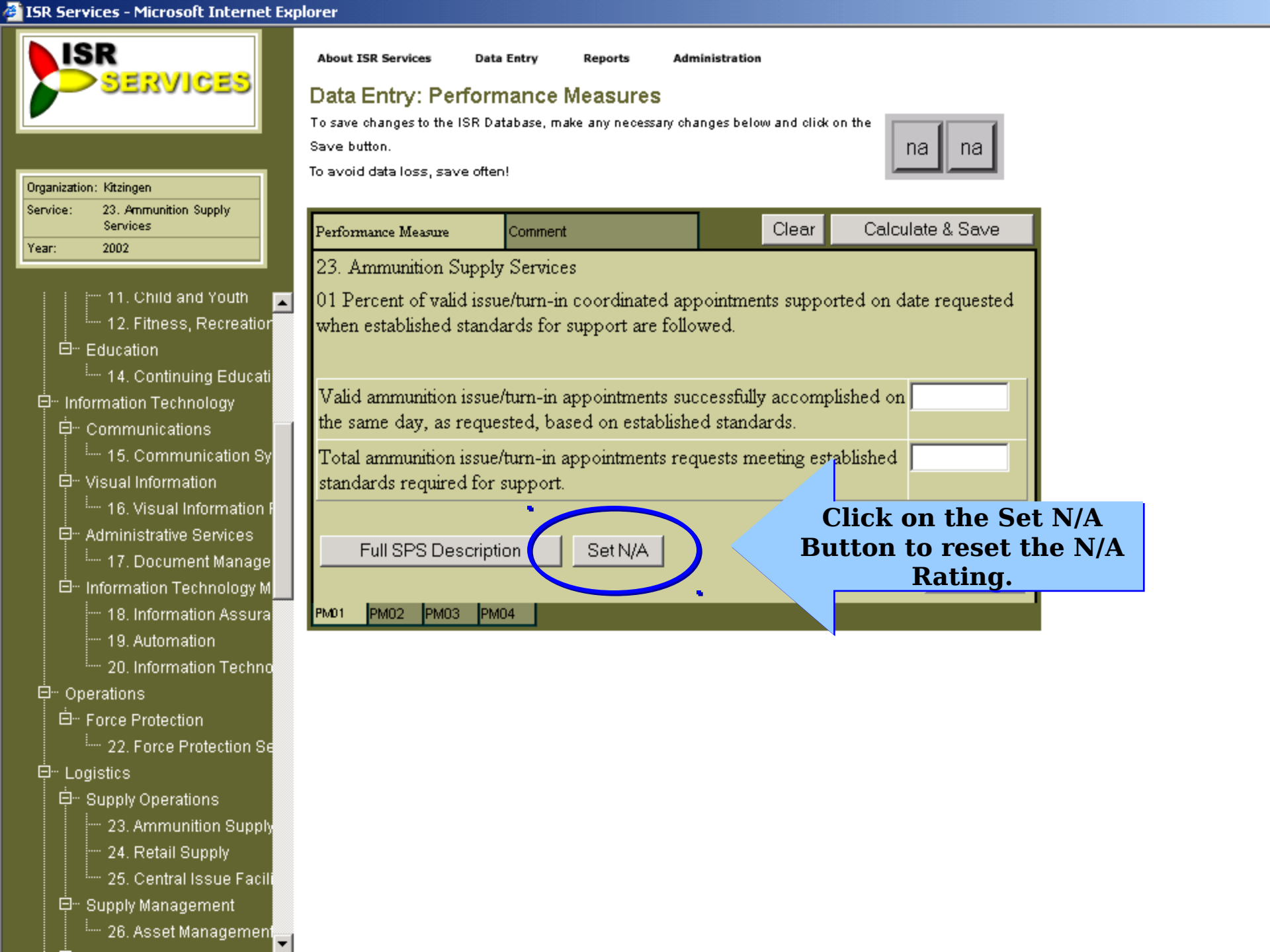
01 Percent of valid issue/turn-in coordin ed appointments supported on date requested when established standards for support are followed.

| | |
|---|---|
| Valid ammunition issue/turn-in appointments successfully accomplished on the same day, as requested, based on established standards. | 130 |
| Total ammunition issue/turn-in appointments requests meeting established standards required for support. | 2534 |

Full SPS Description | Set N/A

Rating 5.13

PM01 R | PM02 | PM03 | PM04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na
na
Organization: Kitzingen
Service: 23. Ammunition Supply Services
Year: 2002
11. Child and Youth
12. Fitness, Recreation
Education
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Information Technology
Communications
15. Communication Sy
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16. Visual Information
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17. Document Manage
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20. Information Techno
Operations
Force Protection
22. Force Protection Se
Logistics
Supply Operations
23. Ammunition Supply
24. Retail Supply
25. Central Issue Facili
Supply Management
26. Asset Management
Performance Measure
Comment
Clear
Calculate & Save
23. Ammunition Supply Services
01 Percent of valid issue/turn-in coordinated appointments supported on date requested when established standards for support are followed.
Valid ammunition issue/turn-in appointments successfully accomplished on the same day, as requested, based on established standards.
Total ammunition issue/turn-in appointments requests meeting established standards required for support.
Full SPS Description
Set N/A
PM01
PM02
PM03
PM04
Click on the Set N/A Button to reset the N/A Rating.

# *Data Limits*

- Performance Measures:
  - See Appendix M for complete listing
  - Must pass automated QA/QC check or cannot save data
- Data Elements:
  - See Appendix A for Min/Max listings for each data element
  - Blue message:  Outside expected range; check your data but you can save it and continue.
  - Red message:  Outside of allowable range; cannot save data until within range.

# *REMEMBER…*
# *YOUR DATA MATTERS!!*